

## SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION QUEUING

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### **Abstract**

An apparatus and method for coordinating communication between one or more agents and a plurality of communication channels associated with different media formats such as telephone, email, and fax. A first request in a first media format can be received via a first communication channel and a second request in a second media format can be received via a second communication channel. Agents can be enabled to access requests in one or more of the media formats, and requests can be assigned to agents based on the types of media formats the agents can access, the subject matter of the requests, and/or the agents' skills. The requests can be placed in a queue until an agent is available to accept the request. Rules for assigning requests to agents can be included in a queuing engine. Agents can also decline a request routed to them, and route the request to another agent or return it back to the queue.